

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DEPARTMENT ON DISABILITY SERVICES

**PCR Results Web Posting**

<b>Provider Organization</b>	Total Care Services Inc.
<b>Contact Person(s)</b>	Drucella Wheeler Ndoye
<b>Phone Number</b>	202-492-2186
<b>Email Address(s)</b>	dwheeler@totalcare1.com
<b>Provider Services Reviewed</b>	Supported Living, In-Home Supports, Respite Hourly, Respite Daily, Host Home, Supported Living Periodic, Companion Services,
<b># Individuals Reviewed by Service</b>	Supported Living - 3 In-Home Supports - 5 Respite Hourly - 2 Respite Daily - 2 Host Home - 2 Supported Living Periodic - 2 Companion Services - 3
<b>Annual PCR dates</b>	09/07/2021 - 09/10/2021
<b>F/U Review Date(s)</b>	N/A
<b>Annual Report Date</b>	09/23/2021
<b>F/U Report Date</b>	N/A

The overall results on initial review were:

Service		Person Centered Domains Score			Satisfaction Score	
		# Yes/Total	Points Yes/Total	%	# Yes/Total	%
Supported Living	All Q/A Indicators	240/240	854/854	100%	30/30	100%
	<b>Critical Indicators</b>	<b>71/71</b>	<b>355/355</b>	<b>100%</b>		
	HCBS Indicators	77/77	N/A	100%		

In-Home Supports	All Q/A Indicators	191/192	739/742	100%	50/50	100%
	<b>Critical Indicators</b>	<b>88/88</b>	<b>440/440</b>	<b>100%</b>		
	HCBS Indicators	25/25	N/A	100%		
Respite Hourly	All Q/A Indicators	70/70	268/268	100%	20/20	100%
	<b>Critical Indicators</b>	<b>29/29</b>	<b>145/145</b>	<b>100%</b>		
	HCBS Indicators	12/12	N/A	100%		
Respite Daily	All Q/A Indicators	59/59	219/219	100%	10/10	100%
	<b>Critical Indicators</b>	<b>22/22</b>	<b>110/110</b>	<b>100%</b>		
	HCBS Indicators	12/12	N/A	100%		
Host Home	All Q/A Indicators	141/141	497/497	100%	20/20	100%
	<b>Critical Indicators</b>	<b>38/38</b>	<b>190/190</b>	<b>100%</b>		
	HCBS Indicators	54/54	N/A	100%		
Supported Living Periodic	All Q/A Indicators	144/145	518/521	99%	20/20	100%
	<b>Critical Indicators</b>	<b>45/45</b>	<b>225/225</b>	<b>100%</b>		
	HCBS Indicators	48/48	N/A	100%		
Companion Services	All Q/A Indicators	135/136	523/526	99%	30/30	100%
	<b>Critical Indicators</b>	<b>59/59</b>	<b>295/295</b>	<b>100%</b>		
	HCBS Indicators	30/30	N/A	100%		

<b>Organizational</b>		<b>Organizational Outcomes Score</b>		
		# Yes/Total	Points Yes/Total	%
	All Q/A Indicators	55/56	178/179	99%
	<b>Critical Indicators</b>	<b>16/16</b>	<b>80/80</b>	<b>100%</b>
	HCBS Indicators	9/9	N/A	100%

Certification issued/dates/services

<b>Waiver Service</b>	<b>Certification Dates</b>	<b>Certification Type</b>
Supported Living	09/07/2021 - 09/07/2022	Annual
In-Home Supports	09/07/2021 - 09/07/2023	Bi-Annual
Respite Hourly	09/07/2021 - 09/07/2023	Bi-Annual
Respite Daily	09/07/2021 - 09/07/2023	Bi-Annual
Host Home	09/07/2021 - 09/07/2022	Annual
Supported Living Periodic	09/07/2021 - 09/07/2022	Annual
Companion Services	09/07/2021 - 09/07/2022	Annual